



Clarion Futures One Digital 3rd Project Progress Report



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Executive Summary

The world is becoming evermore digitised and as more services migrate online digital skills are becoming essential for people to survive and thrive in their everyday lives. Those who are not equipped with these skills find themselves at a disadvantage as they are unable to access vital services including employment. Clarion Futures One Digital project aims to remove those barriers to getting online and finding work by collaborating with 15 external organisations (replicating partners)¹ and exploring digital skills support within the employment field.

The Clarion Futures One Digital model of support is based on using Digital Champions² (trusted intermediaries) to help the development of digital skills and confidence in order to support job attainment. Fundamental to this model of support is a screening tool which has been developed by Clarion Futures to help identify essential digital skills (EDS)³ needs of our clients, enabling quality targeted support.

The One Digital journey has to date been filled with challenges, experiences and key learnings which has played a pivotal role in shaping delivery and success. Clarion Futures and replicating partners have screened over 5,700 clients and provided Digital Champion support to over 1,700 learners.

The 'Spotlight' section of this report encapsulates the delivery challenges and key learnings from the One Digital journey. In summary these key learnings include:

- The benefits of a Delivery Coordinator
- Best practices when supporting people with learning difficulties
- Building a successful partnership with Job Centre Plus
- The importance of patience and persistence for delivering digital skills employment support work.

Data from the screening tool on Digital Champion support reveals that 78% of our learners have accessed our champion support for the first time which indicates that the learners previously had little or no access to a support service which is learner-led and delivered at their pace. The data further brings to light that 29% of our learners have poor digital foundation skills⁴ which mean they do not possess at least 1 of the 3 foundation skills they were measured on.

We hope the learnings and insights offered as part of this report will help shape the delivery and support the development of other digital and employment projects.

¹ 'Replicating' partners refers to Clarion Futures' 15 partner organisations use of Digital Champions to deliver essential digital skills support to individuals within a jobs and training setting, as well as the embedding of our digital skills screening tool in order to identify need and better inform Champion support.

² Digital Champions take on various roles which range from Professional Digital Champions who are trained paid professionals delivering digital skills support, Voluntary Digital Champions are trained volunteers providing digital skills support and Digital Champion Coordinator, a lead Digital Champion, who manages and develops Professional and Volunteer Digital Champions.

³ Essential Digital Skills are life and work skills every individual needs to survive and thrive online.

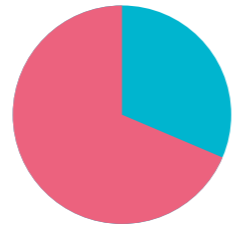
⁴ Digital Foundation Skills are basic digital skills which people must have before they can learn essential digital skills. These include turning on a computer or device and using internet.

Headline stats*



5,741

Number of people screened for digital skills (Part 1 screening tool)



1,795

Number of people who after being screened have been referred for Digital Champion support (Part 2 screening tool)

Please find further information on part 1 and part 2 of the screening tool on page 15



The Spotlight

The 'Spotlight' provides insight and details the delivery and learning journey for replicating partners (Clarion Futures included) within each report. In this report we feature **ENABLE Works Scotland, First Choice Homes Oldham, Phoenix Community Housing and YES Manchester.**

All 4 organisations faced unique delivery challenges and surmounted them with persistence, planning and continuous evaluation to deliver successful One Digital projects which are now embedded as part of their digital skills support service.

ENABLE Works Scotland

Supporting people who have learning difficulties with digital employability skills

ENABLE Works is the employment arm of ENABLE Scotland which is the largest charity in Scotland, dedicated to creating an equal society for every person who has a learning disability. Their mission is to support every person who has a learning disability with the opportunity to work. This is achieved by campaigning, fundraising and providing practical support for their clients and prospective employers.

Delivering across 22 local authority boroughs in Scotland - ENABLE supports 1,500 people into work each year, delivering a range of employability programmes including 'Fair Start Scotland' which helps people find work and 'Stepping Up', which is a unique transition from schools to work programme for young people who have a learning disability, Autistic Spectrum disorder or require additional support.

Only 7% of people who have a learning disability in Scotland have a job. There is a real need to incorporate digital skills support as part of employment support for ENABLE's client group; disabled people are four times more likely to have never used the Internet than those without a disability⁵. Without these essential digital skills people with disability will struggle to access meaningful paid work and as a result become more disadvantaged.

ENABLE joined the Clarion Futures One Digital Partnership in July 2018 and secured grant funding to develop 'ENABLE Us', a digital employability programme which utilises the Digital Champion model of support to advance clients into suitable employment. The Clarion Futures partnership also provided ENABLE with the opportunity to work with like-minded organisations thereby enhancing their existing knowledge of digital skills support.

The ENABLE Us programme of support consists of a series of digital skills for employment workshops, delivered and facilitated by Regional Digital Champions

(regions include North West, North East, South West and South East Scotland) further supported by Volunteer Digital Champions. These workshops usually run in cohorts, with each cohort running for approximately six weeks.

From the outset workshops are designed to be accessible; language is simplified and video clips are often useful resources which further support learning and social interactions. ENABLE are keen to remind others who are working with this client group that an increase in technology access can often increase the potential for cyberbullying and risk of exposure to inappropriate content. This risk can be more profound for young people with a learning disability as a result of increased vulnerability, tendencies towards obsessive compulsive behaviour and social naivety.

Learners with special educational needs (have a learning difficulty or disability) are 12% more likely to have experienced cyberbullying than those who did not. Workshops and training such as that delivered by ENABLE supports the breaking down of barriers and helps the learners to use the internet safely. ENABLE staff work closely with learners equipping them with the knowledge and understanding of safe exploration of online friendships and relationships through initiatives such as supporting the learner to identify a 'circle of friends'. This integrated approach to digital skills support has played a key role in ENABLE'S One Digital success.

ENABLE have exceeded their screening targets. To date, 370 clients have had their digital skill needs assessed with 100 learners benefiting from further digital support. ENABLE report that digital skills support has helped to increase the confidence of their learners, with many feeling confident enough to become Volunteer Digital Champions.

ENABLE'S One Digital success can also be attributed to their comprehensive evaluation

cycle, which sees them actively look for opportunities to continuously improve. This approach has resulted in the delivery of more 1:2:1 sessions for learners who may have foundation level digital skills needs or who just aren't yet confident to join a group wide workshop initially.

To tailor the workshops to the learners needs, the screening tool, developed by Clarion Futures acted as a simple and quick means to provide a baseline assessment of client's current digital capabilities and confidence. The results of the assessment were factored

into the clients Vocational Profiles; a live and developing document which is used to help track and review a client's progress throughout their time with ENABLE Us.

The Digital Champions network (DCN)⁶, the learning and development resource developed by Digital Unite has also been instrumental in helping ENABLE design effective and relevant workshop material. The One Digital workshops have been highly beneficial for one learner, Paige, who was previously struggling with group activities.

Paige has Autism, her communication skills are limited and she finds it difficult to engage in social interaction but is a very positive individual who demonstrates a great work ethic. Paige doesn't have access to a computer or laptop at home, and has only ever had a chance to improve her digital skills during school, which wasn't as often as she had hoped.

At the beginning of the workshops, Paige's main objective was to be able to work on a laptop or computer more independently, as she felt a lack of confidence with her digital skills was holding her back from opportunities.

Since completing the One Digital workshops, Paige has now completed an application online for the Independent Living Fund (Transition Fund), which is a fund available to those aged 16-21 with a disability. Paige applied for funding for art courses and art kits, as well as a laptop of her own so that she can apply for college courses and part time jobs.

Paige now feels a lot more confident using a computer, and is keen to become a Volunteer Digital Champion with future cohorts.

Paige has said,

“I really enjoyed my time on the One Digital programme, and I have learned a lot about how much you can do on a laptop. I would love to now be able to help others to learn more and feel more confident digitally.”

ENABLE plans to continue providing digital skills support via ENABLE Us, which has been fully embedded within ENABLE's current employment programs (offering screening and digital skills workshops for all programs). Clients of ENABLE Us will also be introduced to and supported to use ENABLE's ground-breaking app, ENABLE Me. ENABLE Me was designed and created to promote independence to allow participants to learn, develop and practice skills including creating and managing their own to-do lists to help build their work readiness. They will continue to use the screening tool to gauge the level of participants in terms of their digital skills along with continued use of Digital Champion Network resources.



⁶ Digital Champions Network: Designed by Digital Unite it is an interactive destination that provides learning, tools and a friendly community to help an individual be a great Digital Champion.



First Choice Homes Oldham

The importance of patience and persistence for delivering digital skills employment support

First Choice Homes Oldham (FCHO) is a social housing provider in the borough of Oldham, Greater Manchester. Their mission is to improve lives and transform homes and communities in Oldham which has a diverse population with high rates of deprivation and unemployment. Currently four areas within the borough are among the top 1% of the nation's most deprived areas.⁷

To help address low income levels and high incidences of in-work poverty, FCHO created 'Directions', an employment service seeking to advance people into work. Limited digital capability has been recognised as a barrier for some of their customers. 19% of benefit claimants in the North-West region of the borough have little or no digital capability. Before joining the Clarion Futures One Digital partnership FCHO ran Digital Champion support activities which were generally focused on engaging people to get online, however, due to low uptake these activities were not sustained. One Digital offered FCHO an opportunity to trial a more targeted approach to developing the digital skills of their residents, embedding this focus within Directions, their employability service.

The screening tool which helps to identify digital skills needs has been embedded into the early stages of client registration. Learners are then usually offered two 1:2:1 support sessions with Volunteer Digital Champions and further group sessions. Despite establishing a clear process of delivery, FCHO faced challenges early on. Their biggest challenge concerned matching the level of volunteer champion availability with learner demand; this often resulted in a waiting list of learners. FCHO worked to overcome this by holding multiple rounds of recruitment and providing further training to volunteer champions.

Inconsistent footfall was the second key issue; to help improve footfall and ensure client consistency, FCHO partnered with Community

Café at Holts and Lees Community Hub, which are thriving focal points for community activities and services in Oldham. A Digital Champion provided digital skills support to clients at Holts and Lees on a weekly basis. They also partnered with the St Anthony's Centre to support sessions at Sholver and Moorside Hub.

FCHO's persistent efforts to provide digital skills support to the residents of Oldham in spite of various challenges have yielded positive results. To date, FCHO have screened 325 clients, with 52 learners going on to receive digital skills support and development. Learners have fed back that the Digital Champion sessions have been effective and confidence boosting. According to one of their learners;

“The sessions have helped me to know how to use emails and attachments and get my confidence back in using the computer.”

FCHO learner Angela

The learning and partnership opportunity as a result of this funding has encouraged FCHO to continue to plan and develop further drop-ins within the community hubs over the coming months. FCHO will also be investing in further computer access within their centres for their customers to use. They hope to recruit and train Digital Champions local to these centres to offer their service within the community.



⁷ https://www.oldham.gov.uk/download/downloads/id/4740/oldham_in_profile_pdf_format.pdf

Phoenix Community Housing

Working in partnership with local Job Centre Plus

Phoenix Community Housing is a not-for-profit housing association that owns and manages more than 6,000 homes in south Lewisham. Operating in Lewisham, an area of high economic deprivation which is placed in the bottom eight boroughs in London's Poverty Profile 2015⁸, Phoenix aims to build a better future for the local community by pooling together local resources and knowledge.

Phoenix has delivered a successful employability programme since 2014 called 'Roots into Work' (RIW), which supports on average 200 job seekers annually to access advice, guidance and training. Improving the basic digital skills of residents has been a key element of RIW; recent findings have shown that 28% of Phoenix Community Housing residents lack basic digital skills⁹. In 2015 Phoenix joined the Go On campaign and entered into a partnership with Lewisham Homes and London Borough of Lewisham to develop a network of digital volunteers.

One Digital funding has provided Phoenix with the opportunity to scale up their digital volunteer network and create a refined Digital Champions offer. Funding has also helped them to build and enhance relations with local partners, including their local Job Centre Plus (JCP). The screening tool was a key attraction for them as it helped them to better understand people's digital skills needs, a provision which was missing from their existing employment support.

One Digital skills support is now fully embedded as part of 'Roots into Work'. Clients seeking digital skills support in Lewisham area are able to access support at various sites including Bromley and Forest Hill Job Centre Plus, the Green Man (Phoenix's headquarters) and Lewisham Homes office. Digital support, which can be accessed by residents and members of the community is available on a weekly basis and delivered in large by 2 Professional Digital Champions who are further

supported by a number of Volunteer Digital Champions. The Digital Champions Network (DCN), the learning and development resource developed by Digital Unite, has been invaluable in Phoenix's volunteer management. The resource enables them to better monitor the frequency and nature of interactions between volunteers and learners and is also an effective tool for training and supporting new volunteers.

Phoenix's One Digital delivery has been supported by an engaged executive team keen on developing the screening and Digital Champion model in other resident facing teams within the organisation. In addition to this, their partnerships with local JCP's to deliver digital skills support has been a resounding success. Phoenix attributes their successful partnership to the following key factors:

- **Providing a consistent service:** Professional Digital Champions generate a significant number of referrals by running weekly sessions supporting job seekers with digital skills at the JCP. Their presence, which is now very much the norm, has helped to create good working relationships with work coaches and jobseekers, resulting in a constant stream of referrals.
- **Providing relevant training and support:** The model of delivery has not only helped jobseekers develop their digital skills for employment purposes but this work also supports the work coaches; helping to free up their time so they can focus on other client needs.

The successful partnership with JCP is also measured by the steady flow of referrals by the work coaches to Phoenix's Green Man site. JCP work coaches regard Phoenix to be a valued partner who offers useful support to their job seeking clients - some of whom travel up to 10 miles to access 1:2:1 support.

Phoenix's One Digital success is reflected in their high screening numbers. To date they

have screened 484 clients and provided digital skills support to 114 learners. The project has benefitted learners and Digital Champions alike. Amelie, a resident who previously had no digital skills was supported by a Digital Champion not only to gain digital skills but also the confidence to be able to enrol into a university and navigate the universities virtual learning environment. Amelie says;

“I have battled with my physical & mental health and gaining digital skills has changed my life. Coming from a beauty therapy background I knew nothing about computers and felt lost. Now with the mentorship of the professional Digital Champion John, I am confident using a computer and being online, I am currently completing a degree which I couldn't have done without his help.”

Amelie Konan

Phoenix's One Digital success has brought about an organisational change, digital skills support is now a key priority in their Community Empowerment & Engagement strategy 2019-2022. Going forward, enhanced work with the Financial Inclusion team will also be an area Phoenix will be exploring. They will continue to deliver using the DCN and will be working to improve the volunteer progression pathways for more volunteers to gain experience and get into work.



Volunteer of the year awarded to John from Phoenix at Digital Champion achievements awards 2019

⁸ <https://www.lewishamlocal.com/whats-happening/giving-projects/go-on-lewisham/>

⁹ STAR Survey 2018

YES Manchester

Importance of the key person who co-ordinates project delivery whilst supporting champions and mentoring volunteers

Your Employment Service (YES) Manchester together with Northwards Housing offer the largest free computer and internet access service in north Manchester. YES, a Social Enterprise, established with the primary aim of helping local residents find employment and access training, has digital skills support embedded at the heart of its service since its inception.

There is a pressing need for the services offered by organisations such as YES in the north Manchester region as they serve a diverse population with relatively high rates of social and digital exclusion. North west Manchester has 10% of the most deprived neighbourhoods in England¹⁰. YES provides employment and digital skills support across 3 sites in north Manchester which include Newton Heath, Blackley and Collyhurst.

Prior to joining the One Digital Partnership, YES offered digital skills support on a limited scale, the demand for support often outweighed their capacity to deliver. One Digital funding has not only helped YES increase their capacity to deliver but has also provided them with an opportunity to take a more structured and informed approach to their digital skills support offer. Their experience as a One Digital project partner has enabled them to collaborate extensively with a range of organisations including the **Be Well** social prescribing/well-being service, **Motiv 8** intensive employment support service and social housing providers such as **One Manchester**.

YES has fully embedded the screening tool developed by Clarion Futures into their registration process. The tool has made it easy to identify the digital skill needs of their clients; the backend analytics have helped them identify sites with the highest footfall and demographics have helped them to understand those most likely to

seek digital skills support. Their free weekly drop-in sessions in all the centres are run by Professional Digital Champions further supported by Volunteer Digital Champions. YES Manchester has been successful in recruiting 40 Digital Champions over the course of the project with many progressing into full time employment.

YES Manchester's quest for creating an improved and structured support service has helped them to overcome many challenges on the way. One such challenge concerned volunteer management and development. In order to provide a professional and efficient service it was critical that volunteers were being supported via training and mentoring to help develop their understanding and knowledge of the full service provided by YES, which in turn helped them to achieve their full potential. To better manage and develop Volunteer Digital Champions YES recruited a Digital Champion Coordinator.

The Digital Champion Coordinator for YES Manchester, Marika Ellul, has been instrumental in the success of their One Digital delivery. Marika is involved in all aspects of a Digital Champions journey with YES, from recruitment and training, to managing and supporting individual Champions. Marika says;

“I really enjoy my role as a Volunteer Coordinator. It is very rewarding when I see our champions flourish and build confidence in their own skills. I am proud that I get the opportunity to lead such a talented team of volunteers.”

Marika Ellul

Respected by volunteers and learners alike, Marika delivers to a high standard and constantly strives to improve the service experience for both volunteers and learners, placing great emphasis on helping volunteers to achieve their project targets and



professional goals. Marika's work accentuates the importance of a trusted person, able to support, where time may be limited for core staff members to run, manage and support a diverse network of volunteer activity well. As a result of Marika's involvement and in reflection of their work to date YES recognise the key or necessary attributes of a Digital Champion Coordinator to be:

- **Positive behavior towards customers:** Understanding and adapting to the needs of customers who come for support, always trying their best to resolve issues and provide relevant support.
- **Organisational skills:** Being immensely organised and completing tasks with enthusiasm.
- **Progressive and helpful approach towards volunteers:** Helping the Digital Champions identify the opportunities which are best suited to help them progress in their chosen career path. Respecting their skills and talents and understanding the needs of every co-worker.

Digital Champion volunteer Sonali says

“I believe that mentors or supervisors act as ‘Catalyst’ in the life of a human being. They help us accelerate our growth and bring the best out of us. Marika Ellul, my supervisor at YES, is the best example of this.”

The One Digital project delivered by YES Manchester has screened nearly 300 clients and provided much needed 1:2:1 support to more than half of them (155 supported). As their funding year draws to a close YES are more committed than ever before to continuing to provide good digital skills support to the residents of north Manchester. They are currently working on identifying funding and support streams to enable them to continue this work in the future.

Project Updates

We all make use of online resources as part of our digital skills support services and having many online resources at our disposal often raises the question “which resources are useful, add value and complement the work we do”? In this section, the Online resource review provides an objective review of two

Online resources review

Two Professional Digital Champions within Clarion Futures feed back their experiences of two online resources they have found useful in addition to the core support provided from Digital Unite. The websites are [GCFLearnFree.org](https://www.gcflearnfree.org) (GCF) and [LearnMyWay.com](https://www.learnmyway.com) (LMW). GCF is a longstanding program of Goodwill Community Foundation, based in Durham, North Carolina in the US, and LMW is set up by the UK based, Good Things Foundation to support and teach computer and Internet basics.

GCF provides access to 200 topics, 7,000 lessons, and 1,000 videos, which are free; our Digital Champions report that this website feels hassle free; users are not required to sign up in order to access information. GCF is however developed in America, meaning that some terms and references may be unfamiliar. LMW is by comparison a free UK based resource. Users can register via email or using their phone number if they do not yet have an email address. Whilst registration is free, it is required in order to access the site. In 2019, Good Things Foundation updated LMW ensuring their courses are in line with the Government’s Essential Digital Skills (EDS) framework, simply put – skills we use everyday.

The GCF website provides accessibility to the widest possible audiences including elderly and disabled users who may have poor vision or reduced motor skills, as well as deaf or hard of hearing computer users. From newcomers learning computer basics to seasoned professionals brushing up on

online resources which Professional Digital Champions in Clarion Futures find useful. The section also shares insights gained from analysis of the data gathered through the screening tool for Clarion Futures and all our replicating partners.

Microsoft Office skills - everyone can find something useful on this site. LMW is the Digital Champion’s default ‘go-to’ website to up-skill learners and ensure they have everyday skills required to navigate the employment workspace. Clarion Futures One Digital’s screening tool immediately takes the learner here if the learner does not know how to use a mouse, turn on a computer, or understand a keyboard.

LMW covers nine key ‘subject areas’. Subject areas vary from the basics of interacting with a computer to using online resources for managing health and money. Each area is broken down further, resulting in a number of course topics. The GCF website provides a simple 3-section layout without any flashing images or pop-up ads, ensuring users learn without distraction. There are also clear links to all the courses that the site offers through a handy search facility. The site is readily inclusive for popular languages, Portuguese and Spanish among others. GCF have collaborated with YouTube through its YouTube Learning channel, which aims to support both Educational YouTube users (EduTubers) who use the platform to share their knowledge and the millions of users who watch educational videos on the site every day.

Overall, LMW combines a mixed media approach. Clarity and accessibility of the site work well for the needs of all users and it remains a frontline resource when introducing new clients to the digital world. GCF - This site takes its training seriously, they deliver a multitude of courses and cover a wealth

of IT training. In addition to providing ‘go at your own pace’ learning, the training is certified. On successful completion of each course, learners are awarded a certificate that is emailed to them and can be printed for reference. Each site allows learners to carry out the following tasks: searching for jobs and training; sending emails; completing courses and assessments online; reviewing and investigating a job or training offer and editing and uploading a C.V. Both websites are suitable for quick and in-depth 1:2:1 support.

Of the two sites, LMW works well when supporting beginners and those with zero essential digital skills. LMW has an intuitive and readily recognisable user interface. Once a Digital Champion has initiated a learner

onto the site, they do so with the knowledge that the learners can continue by themselves, thereby gradually improving their confidence in interfacing with digital technology. Professional Champions use [GCFLearnFree.org](https://www.gcflearnfree.org) for learners who have their foundation and essential digital skills intact and have more confidence. These learners would have already developed an appetite for digital learning. Both of these sites come highly recommended by our Digital Champions. They are complementary and each does things the other does not do as well as the other. There are of course lots more resources out there; we would love to hear back from readers of the report in relation to any resources that they recommend.

Intelligence from the screening tool

As highlighted in previous reports, the Clarion Futures screening tool is central to the digital skills offer of support provided by Clarion Futures and is used by all 15 replicating partners. The tool enables frontline staff and Digital Champions with the means to quickly identify digital skill needs of clients.

Screening comprises of two parts: The first part, an initial question check, takes less than two minutes and is considered the initial screening tool (part 1). Following initial screening those learners who have identified needs (and more importantly want support) are referred to a Digital Champion where the skills check tool (Part 2) is conducted. Part 2 is an in-depth survey (taking approximately 7 minutes) and is used to help the Digital Champion form a better understanding of the areas where a learner may be best supported initially. Part 2 goes some way towards helping the Champion create a personalised learning plan.

The data gathered via the screening tool provides insights to Clarion Futures and replicating partners to help us all better understand our client’s needs and create a more effective support service. The One Digital lead for our replicating partners Peter Bedford Housing sums up the value offered by the backend data gathered by the tool in the quote below.

“I believe having access to the backend data (of the screening tool) is enabling us to analyse emerging themes/trends in regards to our clients support needs and in particular digital literacy.”

Anjum Ahmed

Please note that the findings presented are all within the context of supporting people to develop their digital skills to find work. The data set used has been taken from the screening tool surveys of Clarion Futures and our 15 replicating partner organisations.



Digital Champion Support Instances

7.5% of UK adults have never used the internet¹¹ and 1 in 4 of non-users cite lack of support as a barrier to getting online¹². Clarion Futures One Digital endeavours to remove this barrier by offering a support service based on a Digital Champion model of support.

Digital Champions are trained intermediaries who support learners in a friendly and

informal manner, in order to gain digital skills and confidence thus removing some of the barriers to getting online. Digital Champion support measured via Part 2 of the screening tool reveals that **78%** of learners supported by Clarion Futures and replicating partners have received Digital Champion support for the first time. (See figure 1).

Have you received Digital Champion support before?

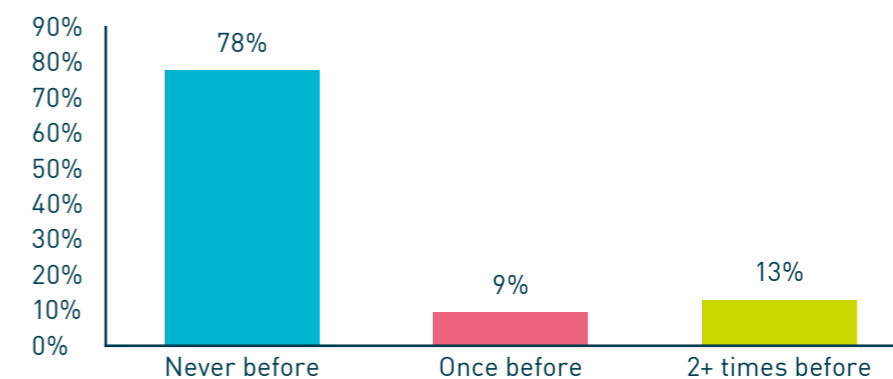


Figure 1
(Data from January to October 2019)

The high percentage of learners accessing champion led digital skills support may suggest that:

- Learners have previously had little or no access to Digital Champion led support.
- Access to 1:2:1 digital skills support via trusted intermediaries (Digital Champion) has encouraged more people including those who have never used a computer before to access this service.

According to a replicating partner learner

“I am very happy with Ruhel as my Digital Champion. He is a very good champion. He is very considerate and makes me feel at ease in trying to learn some of the basic techniques. Ruhel’s 1:2:1 support has been of great help as it takes me a little more time as I am a little forgetful. It’s amazing that I can now use my laptop to send emails and upload my CV as an attachment to employers.”

Mr. Noor Hussain – Poplar HARCA learner

The data identifies a lower percentage of repeat learners. This finding may suggest that less people are accessing repeat Digital Champion support. However any inference from the data on repeat learners must be made with caution and factors below must be further explored as potential reasons for low percentage of repeat learners:

- We know through communications that there exists opportunity for improved support and training of Volunteer Digital Champions around conducting part 2 screenings with repeat clients.
- The use of digital skills to find work is a growing necessity as people are expected to use the internet to find work, in some cases not doing so may compromise a person’s benefit. It may be that learners use the service for targeted support (for example attaching a CV to a job application or creating universal credit account) and once confident in doing so - do not need to attend further sessions.

¹¹ Office for National Statistics : Internet Users, UK : 2019

¹² Digital Motivation: Exploring the reasons people are offline, Good Things Foundation

Digital Foundation Skills

The focus of Clarion Futures One Digital delivery from the onset has been concerned with supporting people to develop their essential digital skills, in order to help them advance into work and training opportunities. As this model of delivery has progressed, increasingly Clarion Futures Digital Champions have reported a significant number of learners with digital foundation skills needs. Foundation skills underpin all essential digital skills and are pre-requisite level of skill that people must have before becoming eligible for essential digital skills for life and work¹³.

To help us better gauge the number of learners seeking foundation skills support we included a question on foundation skills in part 2 of the screening tool in our December update. Foundation skills of learners are assessed via the screening tool on 3 criteria which includes (1) **starting or shutting down a computer**, (2) **using a key board** (3) **using a mouse**. The data on foundation skills measured via part 2 of the screening tool informs that 29% of our learners have poor digital foundation skills. (See figure 2) which means they do not possess at least 1 of the 3 foundation skills they were measured on.

How would you rate your ability in relation to the following computer skills?

1. Starting or shutting down a computer 2. using a keyboard 3. using a mouse.

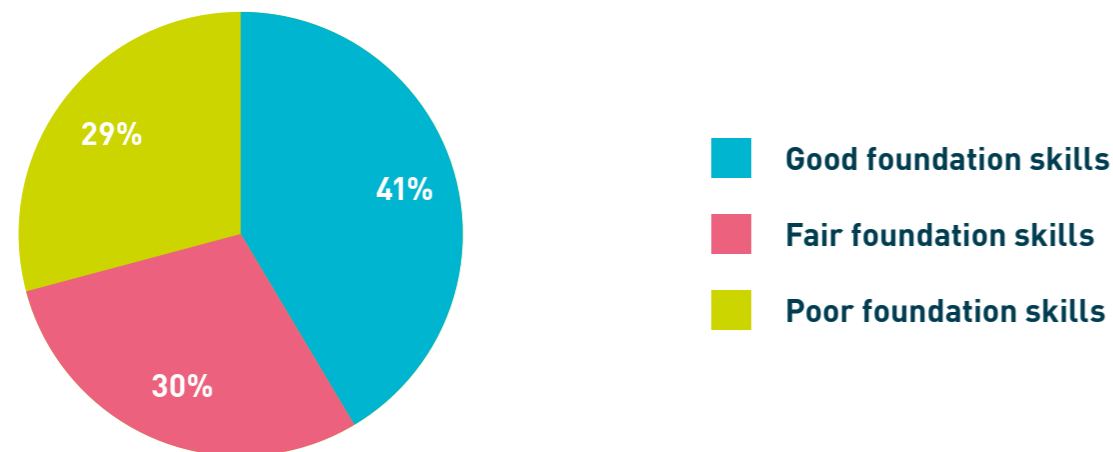


Figure 2

(Data from January to October 2019)

As per Lloyds Bank Consumer Digital Index 2019¹⁴, 19% of UK population cannot do at least one of the foundation skills tasks and nearly 8% have zero foundation skills. Our finding on poor foundation skills at 29% is higher than the general UK average of 19% and can be attributed to the fact that Clarion Futures and our replicating partners mostly operate in areas of high social and digital exclusion where digital foundation skills of people are low or non-existent. Our data also incorporates the foundation skills data for ENABLE Scotland our replicating partners who mainly work with clients who have learning disability. ENABLE's case study in the spotlight section above draws

attention to the fact that people with learning difficulties need more support with foundation digital skills and ENABLE has additional 1:2:1 support in place to meet this need.

Measuring the level of foundation skill support required by our learners has helped us put training and signposting in place to assist learners with foundation skills needs in the best way possible. Digital Champions support learners in completing the 'Learn My Way' foundation skills courses online and also signpost them to face to face foundation skills courses and workshops if the learner is keen to join.

13 Lloyds UK Consumer Digital Index 2019

14 Lloyds UK Consumer Digital Index 2019

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Level 6
6 More London Place
Tooley Street
London
SE1 2DA

🌐 clarionhg.com/charitable-foundation

🐦 @clarionfutures

🌐 /clarion-housing-group

📘 @clarionfutures

**How have you found this report? Is it useful to you?
Do you want to know more or have further questions?**
Get in touch, the team would love to hear from you.

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